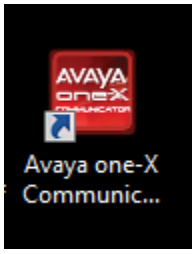
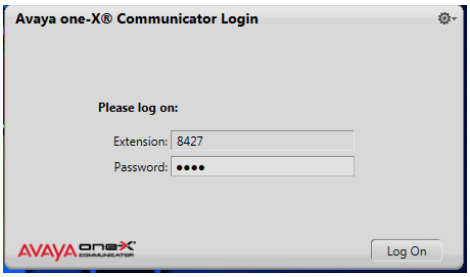
Avaya one-X Communicator User Manual

Setting Up and Logging In

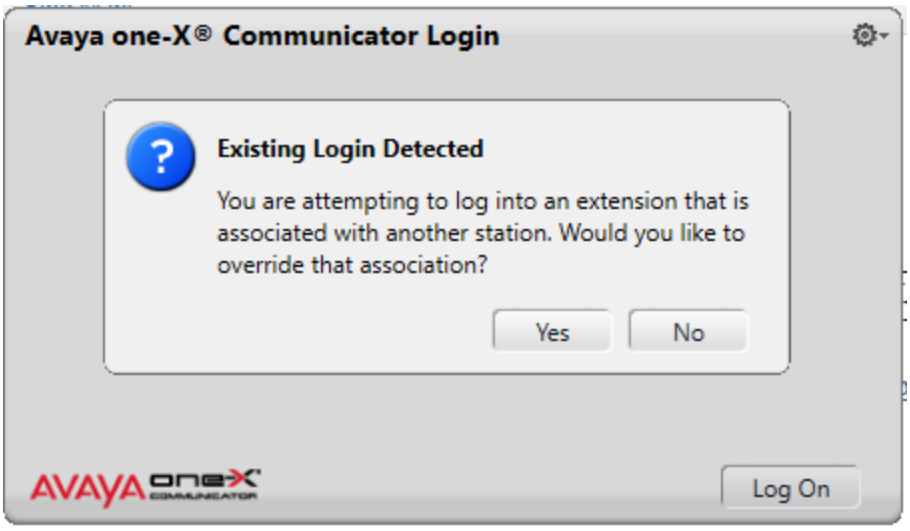
To log into the Avaya one-X Communicator, click on the **Avaya one-X Communicator** icon on the desktop.



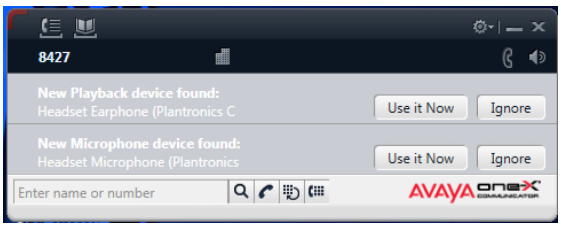
If the soft phone needs to be logged in, enter the Extension and Password (1234) and press Enter.



You may see this message if your regular phone is logged in at the office. Click Yes to override the association.

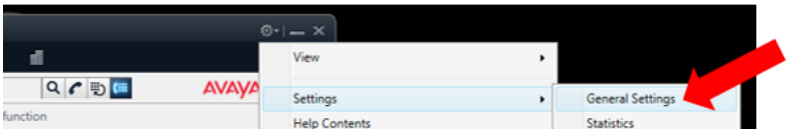


Give the software a few seconds to a couple of minutes to load. While it is loading, your screen will look similar to this:

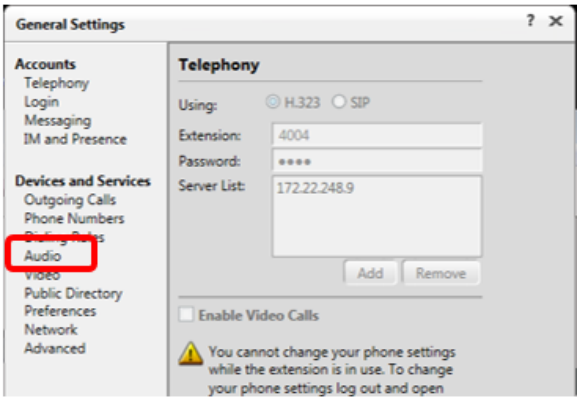


To ensure the proper settings have been configured, click on the **Menu** button.

Scroll down to **Settings < General Settings**



Under **General Settings**, select **Audio**. [Note: Server should be 172.22.248.60]

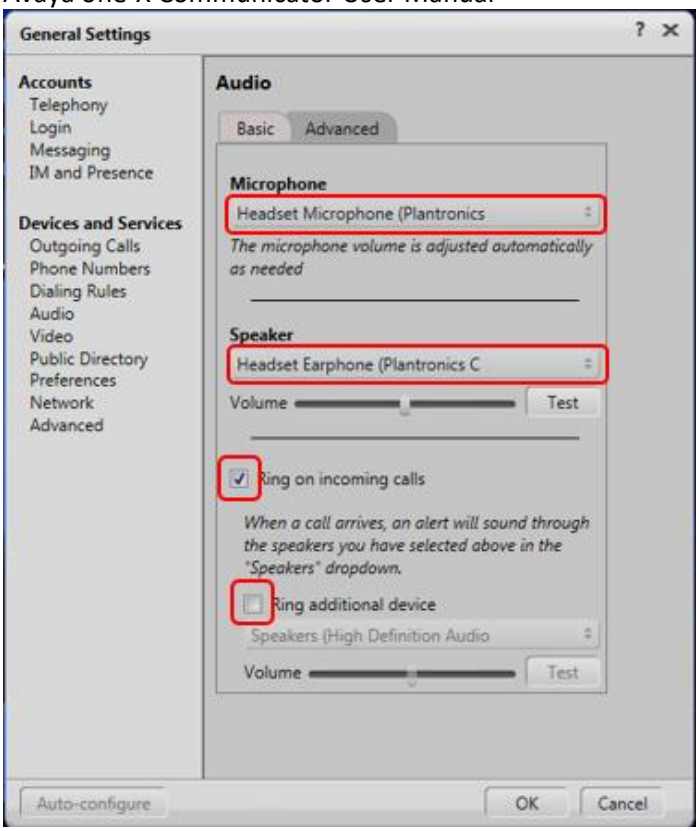


Under the **Basic** tab for Microphone, select *Headset Microphone (Plantronics*

Under the **Basic** Tab for Speaker, select *Headset Earphone (Plantronics*

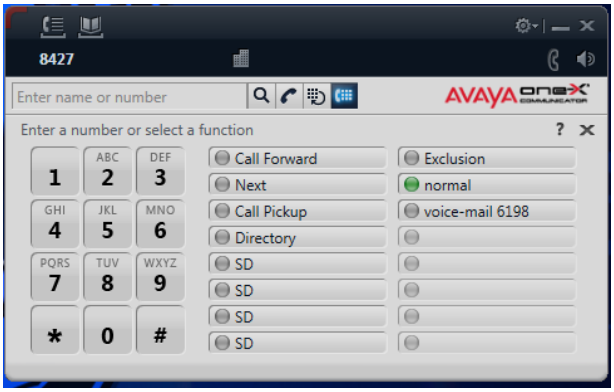
Be sure the *Ring on incoming calls* is checked and the *Ring additional device* is unchecked (optional)

When complete, click on **OK** at the bottom of the window.


General Settings
Accounts
Telephony
Login
Messaging
IM and Presence
Devices and Services
Outgoing Calls
Phone Numbers
Dialing Rules
Audio
Video
Public Directory
Preferences
Network
Advanced
Audio
Basic
Advanced
Microphone
Headset Microphone (Plantronics
The microphone volume is adjusted automatically as needed
Speaker
Headset Earphone (Plantronics C
Volume
Test
Ring on incoming calls
When a call arrives, an alert will sound through the speakers you have selected above in the "Speakers" dropdown.
Ring additional device
Speakers (High Definition Audio
Volume
Test
Auto-configure
OK
Cancel

To display the softphone dial pad, click on the **Show Dial Pad** button.

Once depressed, the softphone should look like this:



You are now ready to make and take calls!

Placing Calls

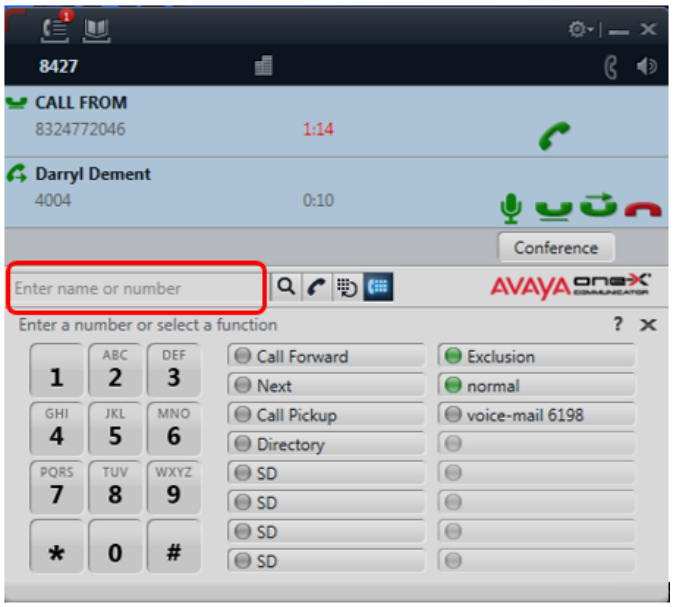
To place a call, simply dial the extension or phone number (be sure to dial '9' to dial outside the college phone system).

Taking Calls

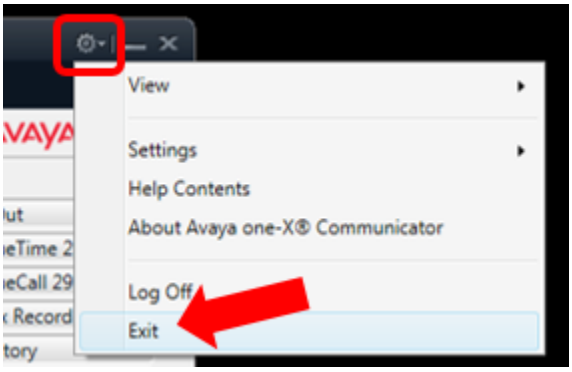
To take a call, you should hear the phone ring in your headset. Answer by clicking on the green telephone.

To place the call on hold, click on the hold button (see below).

To do a warm transfer, place the caller on hold, and then dial the destination extension in the *Enter name or number* field and press **Enter**. Once the destination number has been entered, you should now see two calls displayed – the original caller on hold and the new extension that is being called.



After you reach your destination and acknowledge the transfer, click on the transfer button to route the caller on hold to the destination extension.

Exiting Out of One-X Communicator

To exit out of the Avaya One-X Communicator application, click on the **Menu** button and select **Exit**. Note that clicking on the X does not log out of One-X Communicator, it will only minimize it. You must click Exit in order to log out.